

4. Tell your lawyer or paralegal if your address or telephone number changes.

5. Always call for an appointment with your lawyer or paralegal.

Q: Is there a way I can make a complaint?

A: Georgia Legal Services Program has a client grievance procedure.

You have the right to complain about being turned down for service. You may talk with the manager of the local office. No further review is available.

You have the right to complain about the services you receive from our lawyers and paralegals. This procedure starts with talking with the local manager. The manager must tell you in writing how to make a complaint. He or she must help you if you need help in making a complaint about services.

You may also make a complaint to your local Clients Council or the Statewide Georgia Clients Council. The managing attorney can tell you how to get in touch with the Clients Council.

You may also make a complaint to the State Bar of Georgia about the service an attorney gives you.

Complaints of Discrimination

GLSP does not discriminate in the provision of services based on age, race, color, creed, religion, national origin, gender, disability, sexual orientation, or veteran's status.

Applicants or clients who wish to file a discrimination complaint may contact the GLSP Executive Director, Criminal Justice Coordinating Council (CJCC), or the United States Department of Justice, Office for Civil Rights.

To make a complaint with the CJCC, go to <http://cjcc.ga.gov> or 404-657-1956 or toll free 877-231-6590. To make a complaint with the U.S. Department of Justice, go to <http://www.ojp.usdoj.gov/about/ocr/complaint.htm>.

We hope you will be pleased with Georgia Legal Services Program and the service you receive.

The Georgia Legal Services Office listed above is the office serving your area. Call this office for assistance.

TDD 1-800-255-0056

Georgia Legal Services Program®

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Atlanta, Georgia 30303

(404) 206-5175

Fax (404) 463-1623

www.glsp.org

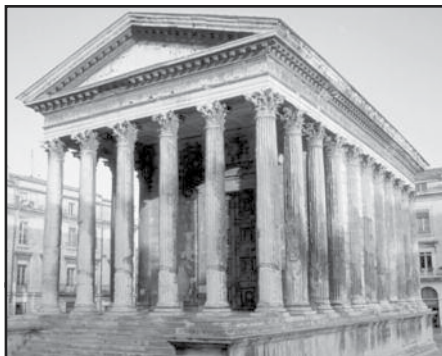
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**GEORGIA
LEGAL
SERVICES
PROGRAM®**



**A GUIDE TO
CLIENT
SERVICES**





A GUIDE TO CLIENT SERVICES

Georgia Legal Services Program handles civil cases. Attorneys and paralegals help clients with problems involving family violence, housing, healthcare, public benefits, family, school issues, and many more. The attorneys do not handle criminal cases.

Q: What is the Georgia Legal Services Program?

A: Georgia Legal Services Program is a law firm which serves people with low incomes. The Program provides free legal assistance to Georgians who live outside the five-county metro Atlanta area.

Each office has lawyers, paralegals, and other staff who know how to help low-income people resolve their legal problems.

Q: How can I get legal assistance?

A: A phone number and address for Georgia Legal Services is on the back of this brochure. This is the office nearest to you.

Your income must be below a certain amount to get legal representation. Georgia Legal Services staff can help you find out if we can assist you.

Q: Can I get help if I speak a language other than English?

A: Georgia Legal Services Program provides free language interpretation for applicants and clients who need it.

Q: What legal problems does legal services handle?

A: Georgia Legal Services handles civil (non-criminal) cases. Attorneys and paralegals help clients with problems involving family violence, housing, healthcare, public benefits, family, school issues, and many more. The attorneys do not handle criminal cases. Contact your local Georgia Legal Services office to learn about the types of cases it handles.

Many more people seek help than the Program can serve. Each office handles the kinds of cases that are the most important locally.

The offices get advice from clients and other community members and organizations on local needs. Each office then decides what types of cases it can accept. If the office cannot help you, it may be able to refer you to someone who can.

Georgia Legal Services does **not** handle criminal cases. You may be able to get a court-appointed lawyer or a public defender to help you with a criminal case.

Q: Will legal help cost me money?

A: The legal work done for you will be free, but there may be other costs. Filing your case in court or placing a legal notice in the newspaper could cost money. You may be asked to pay these costs. Your lawyers will discuss any costs with you.

Q: Is my relationship with services confidential?

A: Yes. Anything you tell your attorney or paralegal is private. To handle your case, however, your attorney or paralegal may need to tell certain facts to others. If you have questions, ask your lawyer.

Q: How can I help my lawyer or paralegal?

A: 1. Let your lawyer or paralegal know right away if you receive any papers from the sheriff or a court.

2. Give your lawyer or paralegal all papers that have anything to do with your legal problem. This includes legal papers, contracts, letters, or other papers.

3. Tell your lawyer or paralegal all the facts about your legal problem. This helps them advise you about your case.